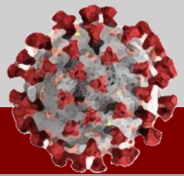


CCTO Onboarding

COVID-19 Community Team Outreach

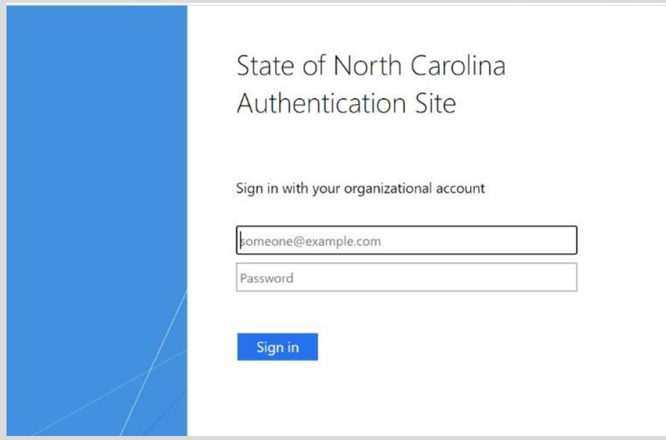
As you begin using the CCTO Tool for the first time, keep the following in mind:

Logging In

Navigate to the CCTO Tool to log in with your NCID.

- **Use the CCTO Sandbox System for practice and the CCTO Live System for real contact info.**
- **If you have an email ending in nc.gov,** log in using your current credentials.
- **If you do not have an NC email,** the format of your username will be YOURNCIDUSERNAME@nc.gov.

If you experience issues logging in, click "Sign Out" and open the Tool in an incognito window or a new browser (e.g., Chrome, Firefox) where you are not signed into other Microsoft applications. ***Check the Logging In Job Aid if you continue to experience issues.***



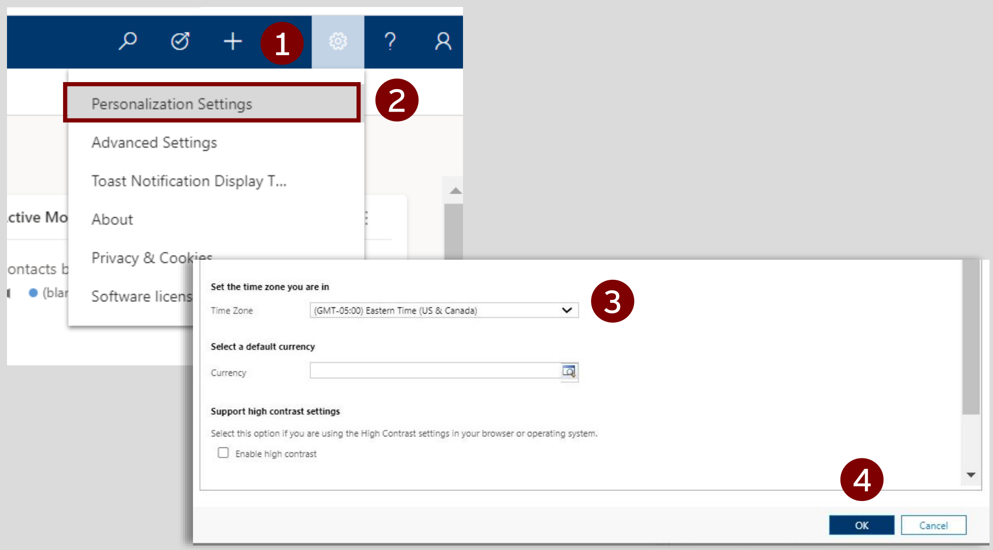
If you experience issues, log in from another browser per the Logging In Job Aid before contacting your IT administrator.

Setting Your Time Zone (optional)

It is important to set your time zone accurately to manage and record your work effectively.

1. Click the **gear icon** in the top right corner.
2. Select **"Personalization Settings."**
3. Under "Time Zone," select **(GMT -05:00) Eastern Time.**
4. Click **"OK"** to save.

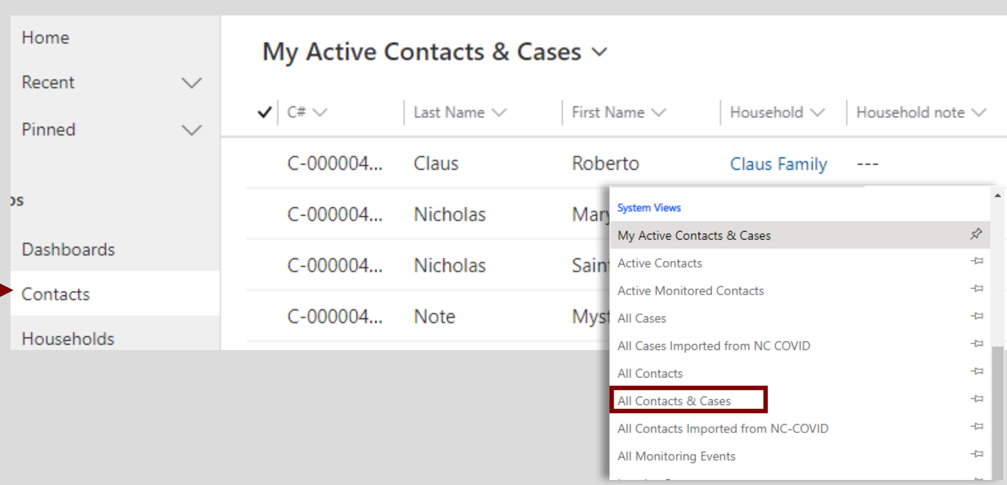
1	**Gear Icon**
2	**Personalization**
3	**Time Zone**
4	**OK**



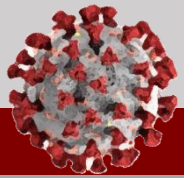
Viewing Your Contacts

Click the Contacts Tab, and you will automatically see "My Active Contacts & Cases," which filters all the contacts in the system to show **only active contacts and cases assigned to you.**

Contacts Tab



If you need to see and search *all* the contacts in the system, click the arrow next to "My Active Contacts & Cases" and select "All Contacts & Cases."



CCTO Onboarding

COVID-19 Community Team Outreach

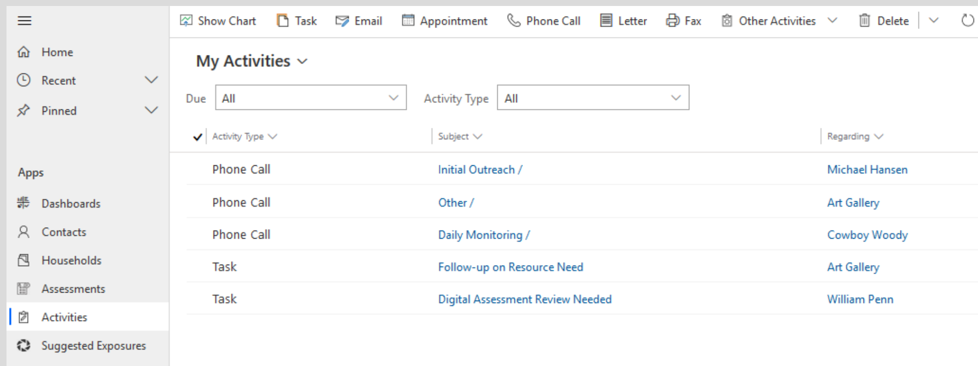
As you begin using the CCTO Tool for the first time, keep the following in mind:

Viewing Your Outstanding Items

To review all appointments, tasks, and phone calls that have been created and assigned to you, **visit the Activities Tab.**

This tab will default to showing you a list of **your** open items, and you can view each item in detail by clicking on it. **Please note that these items must be created in the Timeline/Activities section of contact profiles before they are displayed here.**

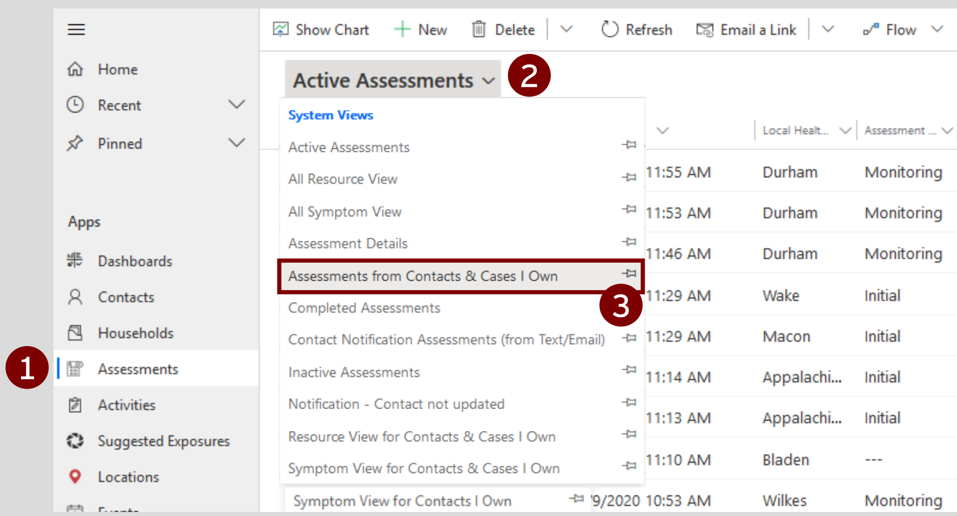
Activities Tab

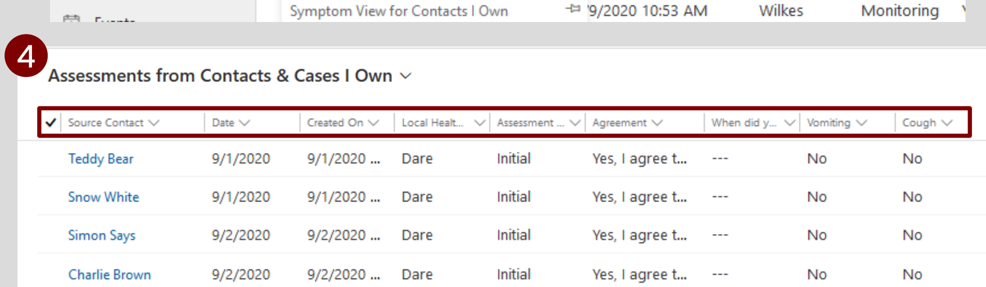


Viewing Your Contacts' Assessments

Assessments *are ongoing contact surveys of symptom changes and resource needs. The Assessments Tab pulls all assessments from individual contact profiles. Contacts may respond to assessments over the phone or digitally via links sent in automated emails or texts.*

1. Click the Assessments Tab.
2. Click the arrow next to "Active Assessments."
3. Select "Assessments from Contacts & Cases I Own" to view only assessment responses from your contacts and cases.
4. Each line is a record of one assessment completed by an individual. Contacts should complete multiple assessments during monitoring. You can view an assessment by clicking on it. Note that the column headers reflect details about each assessment and individuals' responses, and you can sort and filter on these headers by clicking on them.





1 **Assessments Tab**

2 **Active Assessments**

3 **Assessments from Contacts & Cases I Own**

4 **Assessment Responses**

For detailed instructions on CCTO processes, such as entering contacts and assessments, please visit the [CCTO Job Aids subpage] on the NC DPH Communicable Disease Manual.

WELCOME TO THE TEAM!